

update
installation
guide

hp StorageWorks business copy eva/ma/ema server v2.1

Product Version: BC Server v2.1

Third Edition (March 2003)

Part Number: AA-RQ7YC-TE

The HP StorageWorks “Business Copy (BC) for enterprise virtual array (EVA), modular array (MA), and enterprise modular array (EMA)” is the new name for the “Enterprise Volume Manager (EVM)” software.

This guide describes procedures for updating and removing the HP StorageWorks Business Copy Server v2.1.



© 2003 Hewlett-Packard Company

Hewlett-Packard Company makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

This document contains proprietary information, which is protected by copyright. No part of this document may be photocopied, reproduced, or translated into another language without the prior written consent of Hewlett-Packard. The information contained in this document is subject to change without notice.

Compaq Computer Corporation is a wholly-owned subsidiary of Hewlett-Packard Company.

Java™ is a U.S. trademark of Sun Microsystems, Inc.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

Hewlett-Packard Company shall not be liable for technical or editorial errors or omissions contained herein. The information is provided "as is" without warranty of any kind and is subject to change without notice. The warranties for Hewlett-Packard Company products are set forth in the express limited warranty statements for such products. Nothing herein should be construed as constituting an additional warranty.

Printed in the U.S.A.

Business Copy EVA/MA/EMA Server v2.1 Update Installation Guide
Third Edition (March 2003)
Part Number: AA-RQ7YC-TE

contents

About this Guide	5
Overview	6
Intended Audience	6
Prerequisites	6
Related Documentation	7
Conventions	8
Document Conventions	8
Text Symbols	8
Getting Help	10
HP Technical Support	10
HP Storage Website	10
HP Authorized Reseller	10
1 Update Preparation	11
Downloading and Readyng the Update	12
Pre-positioning Product Software for Installation on an SMA	13
Preparing the FTP Server	13
Preparing the SMA	14
Coordinating Business Copy Installation Activities	15
Saving the EVM Network Configuration and Jobs	16
Recording Previous Storage Alias Relationships	17
2 Updating the Business Copy Server	19
Starting the Business Copy Server Update	20
OSM V1.0C Software	20
SMA Software v2.0	25
Completing the Business Copy Server Update	29
3 Reinstalling the Business Copy Server	31
Partial: Reinstalling the Business Copy Server Update Only	32
Complete: Reinstalling the Entire Business Copy Server	33

4	Initial Business Copy Server Installation	35
5	Uninstalling the BC Server Software.	37
	OSM V1.0C Software.	38
	SMA Software v2.0	40
	Glossary.	43
	Index	47
	Figures	
1	Navigating to the Install Products option.	21
2	Parameters for the Network installation method	22
3	Appliance installation method for the BC server update software	23
4	Navigating to the Un-install Products option.	39
5	Remove Application sample display	41
	Tables	
1	Document Conventions	8

about this guide

This update installation guide supersedes previous EVM V2.0 and EVM V2.0x upgrade or update installation guides and provides information to help you:

- Understand Business Copy (BC) server installation prerequisites
- Update or reinstall BC Server v2.1 software on one of the following storage management appliances (SMAs):
 - Compaq SANworks Management Appliance
 - Compaq SANworks Management Appliance II

Note: The SMA is also known as the HP OpenView Storage Management Appliance.

- Remove BC Server v2.1 software from the SMA
- Contact technical support for additional assistance

“About this Guide” topics include:

- [Overview](#), page 6
- [Conventions](#), page 8
- [Getting Help](#), page 10

Overview

This section covers the following topics:

- [Intended Audience](#)
- [Prerequisites](#)
- [Related Documentation](#)

Intended Audience

This guide is intended for customers and HP authorized service providers. In addition to being familiar with BC (previously known as EVM), readers should also be knowledgeable of BC-supported:

- SAN fabric configurations
- Host operating-system environments
- Storage systems
- Multibus configurations

Prerequisites

Before installing BC Server v2.1 software, consider the following items:

- Does the SMA currently contain one of the following required SMA software applications?
 - HP OpenView Storage Management Appliance software v2.0 with service pack 1 (SP1) and the required element managers and device manager, as applicable
 - Compaq SANworks Open SAN Manager (OSM) V1.0C and the required SPs, as applicable

Refer to the *HP StorageWorks Business Copy EVA/MA/EMA March 2003 Update Read Me First*¹ (AA-RQ70E-TE) for details.

- Does the SMA require renaming or replacement? Refer to the *HP StorageWorks Business Copy EVA/MA/EMA Update Network Administration Guide*² (AA-RQ72E-TE) for details.

1. Hereafter referred to as BC Read Me First.
2. Hereafter referred to as BC Network Administration Guide.

- Does the SMA contain a previous installation of either EVM Server V2.0C or V2.0D?

One of these two EVM servers must be present to install the BC Server v2.1 update software.

- BC Server v2.1 only supports host computers that use BC Host Agent v2.1. Once the BC server software is installed, all EVM host agent computers in the previous EVM network must be updated to BC Host Agent v2.1.

Related Documentation

In addition to this guide, HP provides the following corresponding information:

- BC Read Me First as a informational starting point
- BC Network Administration Guide
- *HP StorageWorks Business Copy EVA/MA/EMA Server v2.1 Update Release Notes*³ (AA-RQ7ZC-TE)
- BC online Help & User Guide as part of the BC server software and on the BC documentation CD-ROM

3. Hereafter referred to as BC Server Release Notes.

Conventions

Conventions consist of the following:

- [Document Conventions](#)
- [Text Symbols](#)

Document Conventions

The document conventions included in [Table 1](#) apply in most cases.

Table 1: Document Conventions

Element	Convention
Cross-reference links	Blue text: Figure 1
Key and field names, menu items, buttons, and dialog box titles	Bold
File names, application names, and text emphasis	<i>Italics</i>
User input, command and directory names, and system responses (output and messages)	Monospace font COMMAND NAMES are uppercase monospace font unless they are case sensitive
Variables	<monospace, italic font>
Website addresses	Blue, underlined sans serif font text: http://www.hp.com

Text Symbols

The following symbols may be found in the text of this guide. They have the following meanings:



WARNING: Text set off in this manner indicates that failure to follow directions in the warning could result in bodily harm or death.



Caution: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or data.

Note: Text set off in this manner presents commentary, sidelights, or interesting points of information.

Getting Help

If you still have a question after reading this guide, contact an HP authorized service provider or access our website: <http://www.hp.com>.

HP Technical Support

Telephone numbers for worldwide technical support are listed on the following HP website: <http://www.hp.com/support/>. From this website, select the country of origin.

Note: For continuous quality improvement, calls may be recorded or monitored.

Be sure to have the following information available before calling:

- Technical support registration number (if applicable)
- Product serial numbers
- Product model names and numbers
- Applicable error messages
- Operating-system type and revision level
- Detailed, specific questions

HP Storage Website

The HP website has the latest information on this product, as well as the latest drivers. Access storage at <http://www.hp.com/country/us/eng/prodserv/storage.html>. From this website, select the appropriate product or solution.

HP Authorized Reseller

For the name of your nearest HP authorized reseller:

- In the United States, call 1-800-345-1518
- In Canada, call 1-800-263-5868
- Elsewhere, visit the HP website for locations and telephone numbers: <http://www.hp.com>.

Update Preparation

1

Updating BC server software involves the following major steps:

1. [Downloading and Readyng the Update](#), page 12
2. [Pre-positioning Product Software for Installation on an SMA](#), page 13
3. [Coordinating Business Copy Installation Activities](#), page 15
4. [Saving the EVM Network Configuration and Jobs](#), page 16
5. [Recording Previous Storage Alias Relationships](#), page 17
6. [Starting the Business Copy Server Update](#), page 20
7. [Completing the Business Copy Server Update](#), page 29

Downloading and Readying the Update

The BC server update is only available by download from the Business Copy product page website. Visit <http://h18006.www1.hp.com/products/sanworks/evm/index.html> and click **software & drivers**. Use the BC Read Me First to download the update file and ready the update. Readying the update includes:

1. Extracting update files, and then
2. Making CD-ROMs (optional but recommended).

When ready, go to the next section.

Pre-positioning Product Software for Installation on an SMA

The following information is required to complete the procedures in this section:

- Product name — Business Copy Server v2.1 Update
- Network package file name (SWP) — *BC_21_Server_Update.swp*

Note: The average time to install this product is approximately 5 minutes.

This section describes:

- How to prepare an FTP server for use in installing product software on the SMA. The procedure involves establishing a folder structure and copying the SWP file into the desired location.
- Where to place a copy of the SWP file on the SMA.

Preparing the FTP Server

Use the following procedure to prepare an FTP server for installing product software on the SMA:

1. Make sure the FTP server allows anonymous access.
If the FTP server does not accept anonymous access, contact your system administrator to obtain a username and password for this FTP server. This information will be required during the SMA product software installation procedure.
2. Create a download folder on the FTP server to temporarily hold the download SWP file.
3. Copy the *BC_21_Server_Update.swp* file to the download folder created in [step 2](#).

The FTP server is now ready and the product software is positioned for installation.

When ready, go to the next section.

Preparing the SMA

Use the following procedure to prepare the SMA for installing product software on this appliance:

1. Copy the *BC_21_Server_Update.swp* file to a network share accessible from the SMA.
2. Open a Microsoft Terminal Services session to connect and log in to the SMA.

Note: If Terminal Services is not available, then temporarily connect a monitor, mouse, and keyboard to the SMA to complete this procedure.

3. From the SMA, connect to the network share that contains the *BC_21_Server_Update.swp* file.
4. Copy the *BC_21_Server_Update.swp* file to the following SMA directory:
C:\COMPAQ\SWPInstallKits
The product software is now positioned and ready for installation.
5. Disconnect from the share drive.
6. Log out of the Terminal Services session or disconnect the monitor, mouse, and keyboard.

When ready, go to the next section.

Coordinating Business Copy Installation Activities

BC server and BC host agent updates can be interdependent. Refer to the BC Read Me First for each update product to verify the version requirements and compatibility.



Caution: If not properly planned and coordinated, updating the BC server can result in reduced operational capabilities and failure of BC jobs.

Ensure that:

- BC server update activities have been coordinated with users.
- The version of the EVM server being updated is compatible with the BC host agents that are planned for this BC network.
- The BC server is updated before any EVM host agents in the EVM network.
- No EVM jobs are running or “undoing” or are scheduled to run or “undo” during the update installation.

When ready, go to the next section.

Saving the EVM Network Configuration and Jobs

Before starting the update, verify the installed EVM server version and save the EVM V2.0x configuration and jobs. The BC procedure for this task is also provided in the BC Network Administration Guide.

To save the EVM configuration and jobs, complete the following procedure:

1. Browse to the SMA and log in by verifying or establishing password control, using the EVM Network Administration Guide that came with the EVM V2.0x software.
2. Choose **Applications > Volume Management > Enterprise Volume Manager**.

The EVM launch page displays.

3. Click **Launch**.

The EVM graphical user interface (GUI) displays.

4. Click the **Options** tab.

The EVM Configuration window displays with the **Save/Reload** tab chosen.

5. Choose a host from the drop-down list on which to save the EVM configuration and jobs.
6. Click **Save**.

When ready, go to the next section.

Recording Previous Storage Alias Relationships

In BC v2.1, the ability to create and use “aliases” is *no longer* available. If aliases are currently being used, record these alias relationships *before* updating the EVM server to BC v2.1.

When ready, go to “[Updating the Business Copy Server](#)” on page 19 to start installing the BC server update software.

Updating the Business Copy Server

2

This module assumes that “[Update Preparation](#)” starting on page 11 has been read and all steps successfully completed. The topics covered in this module include:

- [Starting the Business Copy Server Update](#), page 20
- [Completing the Business Copy Server Update](#), page 29

Starting the Business Copy Server Update

This section describes how to install HP storage management applications on the SMA. One or more of the following may be required to complete this procedure:

- Product name — Business Copy Server v2.1 Update
- Product CD-ROM
- FTP server name and path, if using the Network or FTP server installation method
- Network package file name (SWP), if using the FTP server or Appliance installation method — *BC_21_Server_Update.swp*

Continue the installation based upon the SMA software currently running on the SMA:

- [OSM V1.0C Software](#), page 20
- [SMA Software v2.0](#), page 25

OSM V1.0C Software

Install the BC server update software using the following procedure:

1. Close all browser windows, Microsoft® Management Console (MMC) sessions, Terminal Services sessions, and Java™ applets that are open to and on the SMA.
2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>:2301`

Note: Only browse to port 2301 of the SMA.

The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.

If the SMA software was restored using the Quick Restore CD v2.0, then the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

3. Log in to the SMA by verifying or establishing password control.
If necessary, refer to the BC Network Administration Guide.
4. Navigate to **Install Products**, as shown in [Figure 1](#), by choosing **Applications > Installation Services > Install Products**.

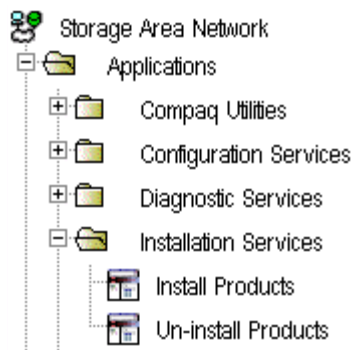


Figure 1: Navigating to the Install Products option

An application installation page displays.

Note: If reinstalling or updating the BC server application, make sure the application is not running before proceeding.

5. Determine the installation method to use from the following list and continue in the appropriate section below:
 - **Network**, continue on page 22
Only use this option if an SWP file has been saved to an FTP server.
 - **Appliance**, continue on page 23
Use this option to install an SWP file from the SMA hard-disk installation kits directory.

Note: Not all installation method options presented on this page may be supported. Only the options presented in this procedure are supported for this product release.

Network

- a. Choose **Network** (see [Figure 2](#)).


Network 	Server	<input type="text"/>
	Full File Path	<input type="text" value="/products/sanworks/"/>
	Username	<input type="text" value="anonymous"/>
	Password	<input type="password"/>

Figure 2: Parameters for the Network installation method

- b. Type, or accept, the following information to establish an FTP network connection with the SMA.

Note: All entries are case-sensitive.

- For **Server**, type the fully-qualified domain name of the FTP server on which the *BC_21_Server_Update.swp* file is located (or enter the IP address of the server).
- For **Full File Path**, type the default path of the download folder and the *BC_21_Server_Update.swp* file name in the text box.

For example: `/<download_folder_path>/
BC_21_Server_Update.swp`

- For **Username**, accept the default of anonymous (no password is required).

If the FTP server does not accept anonymous access, a username and password must be included. Type the username and password in the respective fields.

Continue with [step 6](#).

Appliance

- a. Choose **Appliance** (see [Figure 3](#)).



Figure 3: Appliance installation method for the BC server update software

- b. Choose **BC_21_Server_Update.swp** from the drop-down list.
Continue with [step 6](#).

Note: If the BC 21 Server Update SWP name does not display in the drop-down list, verify that the *BC_21_Server_Update.swp* file is located in the C:\COMPAQ\SWPInstallKits directory.

6. Click **Next Step** at the top of the page.
A second application installation page displays.
7. Choose **BC 21 Server Update** from the drop-down list.

8. Click **Install**.

For example, the display states:

```
Installation begins...
Details: Installation in progress.
Please wait...
```

Time to completion depends on the size of the application and the network connection speed. After approximately 2 to 3 minutes, the display states:

```
Installation ends...
Details:
StorageWorks Business Copy - Installation Complete
```

Note: In some cases, the display may indicate “Rebooting this Appliance.”

If the installation returns with an “Installation Aborted” error message that states “...files did not self-register or unregister,” the most likely cause is that a BC file may be locked on this SMA. Perform one of the following to clear this error:

- Manually shut down all BC services on the SMA, or
 - Reboot the SMA, and repeat the BC server installation.
-

9. Refresh the browser session.

10. Verify that a **Business Copy** entry exists in the **Storage Area Network > Volume Management** navigation tree.

Does an entry exist?

- Yes. Stop, the installation is complete.
- No. Return to [step 4](#) on page 21 to repeat the installation or refer to the BC Network Administration Guide for resolving issues.

SMA Software v2.0

Install the BC server update software using the following procedure:

1. Close all browser windows, Microsoft Management Console (MMC) sessions, Terminal Services sessions, and Java applets that are open to and on the SMA.
2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>`

Note: The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.

If the SMA software was restored using the Quick Restore CD v2.0, then the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

3. Log in to the SMA by verifying or establishing password control.
If necessary, refer to the BC Network Administration Guide.
4. Click **Settings**.
5. Click **Maintenance**.
6. Click the **Install Software** option.
An Installation Wizard page displays.

Note: If reinstalling or updating the BC server application, make sure the application is not running before proceeding. Click the **Manage Tools** link and stop the application service, if necessary.

7. Click **Next** at the bottom of the page.

8. Determine the installation method to use from the following list and continue in the appropriate section below:
 - **FTP server**, continue on page 26
Only use this option if an SWP file has been saved to an FTP server.
 - **Local Disk on the Storage Management Appliance**, continue on page 27
Use this option to install an SWP file from the SMA hard-disk installation kits directory.

Note: Not all installation method options presented on this page may be supported. Only the options presented in this procedure are supported for this product release.

FTP server

- a. Choose **FTP Server**.
- b. Click **Next** at the bottom of the page.
- c. Type, or accept, the following information to establish an FTP network connection with the SMA.

Note: All entries are case-sensitive.

- For **FTP server name**, type the fully-qualified domain name of the FTP server on which the *BC_21_Server_Update.swp* file is located (or enter the IP address of the server).
- For **Full File Path**, type the default path of the download folder and the *BC_21_Server_Update.swp* file name in the text box.

For example: /<download_folder_path>/
BC_21_Server_Update.swp

- For **User name**, accept the default of anonymous.

If the FTP server does not accept anonymous access, a username and password must be included. Type the username and password in the respective fields.

- d. Click **Next** at the bottom of the page.

- e. Choose **BC 21 Server Update** from the drop-down list.

Continue with [step 9](#).

Local Disk on the Storage Management Appliance

- a. Choose **Local Disk on the Storage Management Appliance**.
- b. Click **Next** at the bottom of the page.
- c. Choose **BC 21 Server Update** from the drop-down list.

Continue with [step 9](#).

Note: If the BC 21 Server Update SWP name does not display in the drop-down list, verify that the *BC_21_Server_Update.swp* file is located in the C:\COMPAQ\SWPInstallKits directory.

9. Click **Next** to initiate the installation.

For example, the display states:

Installation is in progress.

Time to completion depends on the size of the application and the network connection speed. After approximately 2 to 3 minutes, the display states:

Installation is complete.

StorageWorks Business Copy - Installation Complete.

Note: In some cases, the display may indicate "Rebooting this Appliance."

If an installation fails for any reason, the SMA does not permit a subsequent installation attempt for 1 hour following the failed attempt. Beginning an installation attempt during this 1-hour period displays an error message.

Also, if the installation returns with an "Installation Aborted" error message that states "...files did not self-register or unregister," the most likely cause is that a BC file may be locked on this SMA. To clear this error:

1. Navigate to **Settings > Manage Tools**.
 2. Manually stop the BC processes.
 3. Repeat the BC server installation.
-

10. Click **Finish**.

11. Verify that a **business copy** entry exists on the **Tools** page.

Does an entry exist?

- Yes. Stop, the installation is complete.
- No. Return to [step 4](#) on page 25 to repeat the installation or refer to the BC Network Administration Guide for resolving issues.

Completing the Business Copy Server Update

Now that the update software has been installed and the BC server has been automatically started, complete the BC server update installation using the following procedure:

1. Close all open BC browser sessions.
Closing and restarting the browser allows the new Java version installation requirement in the update to be recognized.
2. Continue this procedure based upon the SMA software currently running on the SMA:
 - [OSM V1.0C software](#)
 - [SMA software v2.0](#)

OSM V1.0C software

- a. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>:2301`

Note: Only browse to port 2301 of the SMA.

- b. Log in to the SMA by verifying or establishing password control.
If necessary, refer to the BC Network Administration Guide.
- c. Choose **Applications > Volume Management > Business Copy**.
The Business Copy launch page displays.
- d. Verify that the BC product version displays the correct version number (2.1).
- e. Click **Launch**.
The BC Jobs page displays. Continue with [step 3](#).

SMA software v2.0

- a. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>`

- b. Log in to the SMA by verifying or establishing password control.

If necessary, refer to the BC Network Administration Guide.

- c. Click **Settings**.

- d. Click **Manage Tools**.

Verify that the Business Copy row displays the correct version number (2.1.xxx.x).

- e. Click **Tools**.

- f. Click **business copy**.

The BC Jobs page displays. Continue with [step 3](#).

3. If necessary, install the required Java plug-in on the browsing computer.

Refer to the BC Network Administration Guide for Java plug-in installation details.

4. Verify the operation of the BC GUI.

5. Click **Resources**.

6. Review the Resources page to verify that available resources are visible.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

7. Review new features, changes, and added help topics in the BC online Help & User Guide, as desired.

The BC online Help & User Guide was updated as part of the BC server update.

8. If planning to either add BC host agents to this BC network or update existing BC host agents, refer to the appropriate BC host agent installation guides.

Reinstalling the Business Copy Server

3

This module describes how to reinstall the BC server. A reinstallation can be either a partial or a complete installation:

- **Partial**—reinstalls the BC server update only. This type of reinstallation may be necessary if the initial installation of the update software was not successful.
- **Complete**—reinstalls the initial EVM server kit and then the BC server update. This type of reinstallation may be necessary due to an SMA failure or to file corruption.

Major topics in this module include:

- [Partial: Reinstalling the Business Copy Server Update Only](#), page 32
- [Complete: Reinstalling the Entire Business Copy Server](#), page 33

Partial: Reinstalling the Business Copy Server Update Only

As noted in “[Downloading and Readying the Update](#)” on page 12, BC server updates are only available from the Business Copy download page website (<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>).

1. If necessary, download and ready the BC server update by referring to instructions in the BC Read Me First.
2. Pre-position the BC server update, using the instructions in “[Pre-positioning Product Software for Installation on an SMA](#)” on page 13.
3. Coordinate the BC server update, using the instructions in “[Coordinating Business Copy Installation Activities](#)” on page 15.
4. Install the BC server update, using the instructions in “[Starting the Business Copy Server Update](#)” on page 20.
5. Verify the correct operation of the updated BC server (see “[Completing the Business Copy Server Update](#)” on page 29).
6. Install new BC host agents or update existing host agents, if applicable.
7. Verify the correct operation of the BC network.
 - a. Complete [step 1](#) through [step 3](#) of “[Saving the EVM Network Configuration and Jobs](#)” on page 16.
 - b. Click the **Resources** tab.
 - c. Click **Refresh All Subsystems**.
A confirmation pop-up displays.
 - d. Click **Yes** to initiate the refresh.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

- e. Confirm that all installed BC host agents and StorageWorks storage systems for this BC network are visible.

Complete: Reinstalling the Entire Business Copy Server

To complete this procedure, the EVM server software CD-ROM that came in the EVM V2.0 or EVM V2.0D kit is required. Using the CD-ROM, an initial installation must occur on the SMA before the BC server update installation can be applied.

Reinstall the initial EVM server using the following procedure:

1. Coordinate the BC server reinstallation, using the instructions in “[Coordinating Business Copy Installation Activities](#)” on page 15.
2. Install the full EVM server software on the SMA.
Use the CD-ROM from the EVM V2.0 or EVM V2.0D kit and follow the instructions in the documentation that came with the kit.
3. If the EVM V2.0 kit CD-ROM was installed in [step 2](#), update this EVM server version to the minimum level as required by the SMA software version:
 - For OSM V1.0C, the minimum EVM Server version is V2.0C.
 - For SMA software v2.0, the minimum EVM Server version is V2.0D.

Note: SMA software v2.0 requires a minimum installation of EVM Server V2.0D before the BC Server v2.1 update can be initiated. If necessary, obtain EVM Server V2.0D update software from the Business Copy download page website (<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>) and install this update to achieve the minimum required EVM server level.

4. Continue with [step 4](#) of “[Partial: Reinstalling the Business Copy Server Update Only](#)” on page 32.

Initial Business Copy Server Installation

4

This module describes how to perform an initial BC server installation to attain the current update version.

An initial installation consists of a full installation, plus an update, and is required only when installing the BC server for the first time on a given SMA. An initial full EVM server software installation is only available by using the EVM V2.0 or EVM V2.0D kit CD-ROM. A minimum EVM server software level must be installed on the SMA before the BC server update software can be installed.

Complete an initial EVM server installation, using the following procedure:

1. Install the full EVM server software on an SMA.

Use the CD-ROM in the EVM V2.0 or EVM V2.0D kit and follow the instructions in the documentation that came with this kit.

2. After installing the full EVM server software, complete one of the following:
 - If the EVM V2.0 kit CD-ROM was installed in [step 1](#), update this EVM server version to the minimum level as required by the SMA software version:
 - For OSM V1.0C, the minimum EVM Server version is V2.0C.
 - For SMA software v2.0, the minimum EVM Server version is V2.0D.

Note: SMA software v2.0 requires a minimum installation of EVM Server V2.0D before the BC Server v2.1 update can be initiated. If necessary, obtain EVM Server V2.0D update software from the Business Copy download page website (<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>) and install this update software to achieve this minimum required EVM server level.

- If the EVM V2.0D kit CD-ROM was used, continue to [step 3](#).

3. If necessary, download and ready the BC server update by referring to instructions in the BC Read Me First.

Note: As noted in “[Downloading and Readying the Update](#)” on page 12, the BC Server v2.1 update is only available from the Business Copy download page website (<http://h18006.www1.hp.com/products/sanworks/softwaredrivers/evm/index.html>).

4. Pre-position the BC server update, using the instructions in “[Pre-positioning Product Software for Installation on an SMA](#)” on page 13.
5. Coordinate the BC server update, using the instructions in “[Coordinating Business Copy Installation Activities](#)” on page 15.
6. Install the BC server update using the instructions in “[Starting the Business Copy Server Update](#)” on page 20.
7. Verify the correct operation of the updated BC server (see “[Completing the Business Copy Server Update](#)” on page 29).
8. Install new BC host agents or update existing EVM host agents, if applicable.
9. Verify the correct operation of the BC network.
 - a. Complete [step 1](#) through [step 3](#) of “[Saving the EVM Network Configuration and Jobs](#)” on page 16.
 - b. Click **Refresh All Subsystems**.
A confirmation pop-up displays.
 - c. Click **Yes** to initiate the refresh.

Note: The Resources page takes awhile to update, especially in large configurations. If available resources are not visible within 30 minutes, refer to the BC Network Administration Guide for troubleshooting information.

- d. Confirm that all installed BC host agents and StorageWorks storage systems for this BC network are visible.

Uninstalling the BC Server Software

5

This module describes how to uninstall software from the SMA. The application name (BC 21 Server Update) is required to complete this procedure.



Caution: If the BC server software is being removed from the SMA in preparation to rename the SMA, make sure to perform a BC configuration backup using the BC Configuration Save/Reload feature.

Removing BC without completing a backup of the BC configuration beforehand might cause a loss of BC data, if the last backup is out of date with the current BC configuration.

Refer to the BC Network Administration Guide for BC Configuration Save/Reload information.

Complete this procedure based upon the SMA software currently running on the SMA:

- [OSM V1.0C Software](#), continue on page 38
- [SMA Software v2.0](#), continue on page 40

OSM V1.0C Software

To remove this software, use the following procedure:

1. Close all browser windows, MMC sessions, Terminal Services sessions, and Java applets that are open to and on the desired SMA.

Note: Closing these items ensures that no remnant files are left in cache memory following the BC server removal. Failure to perform this action might interfere with the software removal.

2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>:2301`

Note: Only browse to port 2301 of the SMA.

The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number.

If the SMA was restored using the Quick Restore CD, version 2.0, then the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number.

The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

3. Log in to the SMA.
If necessary, refer to the BC Network Administration Guide.
4. Navigate to **Un-install Products**, as shown in [Figure 4](#), by choosing **Applications > Installation Services > Un-install Products**.
An application-removal page displays.

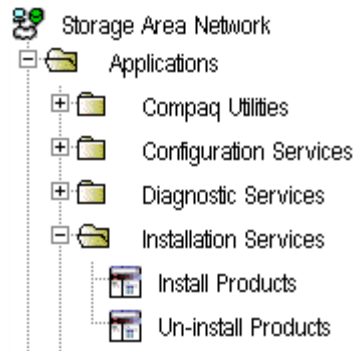


Figure 4: Navigating to the Un-install Products option

5. Choose **BC 21 Server Update** from the drop-down list.



Caution: Clicking **Uninstall** in [step 6](#) initiates the removal of the BC server software from the SMA.

6. Click **Uninstall**.
A pop-up with a remove application confirmation question displays.
7. Click **OK**.
The product is removed from the SMA.
8. Refresh the browser session.
9. Verify that the **Business Copy** entry previously listed under **Applications > Volume Management** has been removed.

SMA Software v2.0

To remove this software, use the following procedure:

1. Close all browser windows, MMC sessions, Terminal Services sessions, and Java applets that are open to and on the desired SMA.

Note: Closing these items ensures that no remnant files are left in cache memory following the BC server removal. Failure to perform this action might interfere with the software removal.

2. From a client computer, launch a Web browser and browse to the SMA, using the following format:

`http://<appliance_name>`

Note: The default appliance name for an SMA (hardware version 1.0) begins with *swma* and includes the last 6 characters of the appliance serial number. If the SMA was restored using the Quick Restore CD, version 2.0, then the default appliance name begins with *sma* and includes all 12 characters of the appliance serial number. The default appliance name for an SMA II begins with *sma* and includes all 12 characters of the appliance serial number.

3. Log in to the SMA.
If necessary, refer to the BC Network Administration Guide.
4. Click **Settings**.
5. Click **Maintenance**.
6. Click the **Remove Software** option.
A Remove Application page displays (see [Figure 5](#)).

Remove Application

Select an application from the list to REMOVE


Search: Application Name <input type="text"/> <input type="button" value="Go"/> <input type="button" value="Up"/> <input type="button" value="Down"/>		
Application Name ▼	Version Number	Tasks
 BC 21 Server Update		<input type="button" value="Remove..."/>

Figure 5: Remove Application sample display

7. Select the application name of the software to remove.
8. Click **Remove**.

A remove application confirmation question displays.



Caution: Clicking **OK** in [step 9](#) initiates the removal of BC server software from the SMA.

9. Click **OK** to remove the selected application; click **Cancel** to redisplay [Figure 5](#) and continue with [step 7](#).

The display states:

Application has been removed.
See below for details (if any).

StorageWorks Business Copy - Uninstallation
Complete.

10. Verify that the **business copy** entry previously displayed on the **Tools** page has been removed.



glossary

This glossary defines terms used in this guide or related to this product and is not a comprehensive glossary of computer terms.

Agent

In a client/server system, a program that performs information gathering or processing tasks on behalf of a client or server. Agents often communicate with other agents to perform a collective task on behalf of the user.

StorageWorks agents run on storage system host computers and can be accessed by StorageWorks clients to control and manage the storage system.

BC Network

A network that consists of BC-enabled computers that are connected to a common LAN and to a BC-compatible StorageWorks storage system.

Device Manager or Element Manager

A Web-based storage environment manager that enables users to configure and monitor StorageWorks controllers. A device manager or element manager resides on the SMA.

Host

In StorageWorks storage system environments, the controlling computer to which a storage system is attached.

Instance

The presence of a program or set of related programs in a computer or storage system. In a BC network, only one BC server instance is allowed (loaded on the SMA), but many BC host agent instances are allowed (one instance per host operating-system computer).

Node

A generic term for an addressable unit, such as a computer or peripheral device attached to a network. In BC, a BC-enabled computer that is connected to the BC network.

OpenView

An HP line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

OSM

Open SAN Manager. SMA software installed on Compaq SANworks Management Appliance or Compaq SANworks Management Appliance II hardware that provides a GUI for accessing the monitored SAN environment. The OSM also provides a launch site for a variety of value-added applications and provides navigation links to directly manage storage components on the SAN.

SAN

Storage Area Network. A dedicated, high-speed subnetwork of storage devices that are available to servers on a LAN or WAN. As storage devices are added to the SAN, they become accessible to the servers in the larger network.

SANworks

A Compaq line of software products that provides storage management solutions, data protection and recovery, automatic performance tuning, storage virtualization, and other features for multivendor storage environments.

See also [OpenView](#).

Server

A computer or program that provides a service to other computers in a client (host agent)/server system. Servers often run continuously, waiting for requests from clients.

SMA

See [Storage Management Appliance](#) and [Storage Management Appliance Software](#).

Storage Management Appliance

A host-independent server product designed to connect directly to the SAN fabric. The SMA and SMA software provide a centralized point for managing and monitoring SAN elements, including HP switches and storage arrays.

See also [Storage Management Appliance Software](#) and [OSM](#).

Storage Management Appliance Software

SMA software installed on SMA hardware that provides a GUI for accessing the monitored SAN environment. This software also provides a launch site for a variety of value-added applications and provides navigation links to directly manage storage components on the SAN.

Storage System

From the perspective of a host, each addressable StorageWorks controller (or controller pair) and their attached physical disks.

StorageWorks

An HP line of hardware storage solutions for multivendor server environments.

TCP/IP

Transmission Control Protocol/Internet Protocol. A suite of communications protocols used to connect host computers to the Internet.

Undo (BC Job)

A special job file that is automatically created by BC for “undoing” steps that have been completed in a user-created job. For example, the job named *undo_stor1_backup_daily_sales* could be run after a tape backup was completed. The undo could unmount the BCV units and return their disks to the pool of free storage resources.

Unit

In StorageWorks storage systems, a logical volume identifier that the controller uses when a container is mounted on a host computer. For example, the unit identifier *D1* could represent a RAID 0+1 striped mirror set that is mounted on a host computer. StorageWorks disk units begin with the letter “D” and tape units begin with the letter “T.”

Volume

A generic term for a storage unit, such as a hard disk, floppy disk, disk cartridge, CD-ROM, or tape cartridge.

index

A

- aliases, recording previous storage alias relationships [17](#)
- appliance installation method [23](#)
- appliance installation method (figure) [23](#)
- audience [6](#)
- authorized reseller, HP [10](#)

B

BC

- aliases, recording previous storage alias relationships [17](#)
- download page website [32](#), [33](#)
- product page website [12](#)

- BC network, recording previous storage alias relationships [17](#)

BC server

- complete reinstallation [33](#)
- completing the update [29](#)
- downloading and readying the update software [12](#)
- installing
 - full EVM server kit [35](#)
 - update software [35](#)
- partial reinstallation of update software [32](#)
- pre-positioning the update software [13](#)
- removal from SMA running
 - OSM V1.0C software [38](#)
 - SMA software v2.0 [40](#)
- starting the update [20](#)

C

- configuration, saving EVM network [16](#)
- conventions
 - document [8](#)
 - text symbols [8](#)
- coordinating BC update activities [15](#)

D

- document
 - conventions [8](#)
 - prerequisites [6](#)
 - related documentation [7](#)
- downloading the update software [12](#)

E

- EVM jobs, saving [16](#)
- EVM network, saving the configuration and jobs [16](#)

F

- figures
 - navigating to the install products option [21](#)
 - navigating to the uninstall products option [39](#)
 - network parameters for installing the BC server update software [22](#)
 - SMA installation method [23](#)
- FTP server installation method [26](#)

G

- getting help [10](#)

H

help, obtaining [10](#)

HP

authorized reseller [10](#)

storage website [10](#)

technical support [10](#)

I

install products, navigating to (figure) [21](#)

installation

complete reinstallation of all BC server software [33](#)

completing the update [29](#)

installing

full EVM server kit [35](#)

update software [35](#)

partial reinstallation of update software [32](#)

preparation

downloading and readying the update software [12](#)

pre-positioning the update software [13](#)

starting the update [20](#)

installation kits directory on SMA [14](#)

installation method

appliance [23](#)

FTP server [26](#)

local disk [27](#)

network [22](#)

L

local disk installation method [27](#)

N

network installation method [22](#)

network parameters

entries for installing the BC server [22](#)

installing the BC server update software (figure) [22](#)

P

pre-positioning the update software [13](#)

prerequisites [6](#)

R

readying the update software for installation [12](#)

recording previous storage alias

relationships [17](#)

related documentation [7](#)

S

saving EVM network configuration and jobs [16](#)

SMA

installation kits directory [14](#)

SMA installation method (figure) [23](#)

symbols in text [8](#)

T

technical support, HP [10](#)

text symbols [8](#)

U

uninstall products, navigating to (figure) [39](#)

uninstalling the BC server

OSM V1.0C software [38](#)

SMA software v2.0 [40](#)

update software, extracting download files [12](#)

W

websites

BC download page [32](#), [33](#)

BC product page [12](#)

HP storage [10](#)

HP support [10](#)